

Portsmouth Cathedral

Portsmouth Cathedral is the Mother Church of the Diocese of Portsmouth, a geographical area including Southeast Hampshire, Portsea Island and the Isle of Wight.



Client Overview

The Cathedral is the base for the Bishop of Portsmouth and the focus point for diocese-wide Church services and events.

Challenges faced

The IT Infrastructure at Portsmouth Cathedral was proving unreliable and failing to meet the requirements of the organisation. Due to the physical layout of the Cathedral only a few members of staff had access to the IT network, email or internet services. These restrictions were compounded since the network could not be accessed remotely.

A legacy diary system for room bookings and making staff appointments was in place but was not easy to use and required a high level of skill to administer.

Future plans to relocate the Cathedral's administration functions meant that any solution had to be flexible.

Solution

Taylor Made Computer Solutions implemented a replacement IT system based on HP hardware, Microsoft Windows Server 2003, Exchange Servers 2003 and Citrix Presentation Server.

A central broadband internet connection has been introduced to allow all network services to be accessed eliminating the need for additional data cables or the implementation of wireless technology.

A number of the workstations were reaching the end of their effective business life and were replaced with HP Thin Clients to access the Citrix services. Broadband connections and desktops running Citrix have been used for remote offices and personnel working from home to facilitate speedy access to network services and applications.

The collaborative diary services of Microsoft Exchange, Outlook 2003 and end user training provided by Taylor Made Training Solutions, has provided personnel with a generic diary environment for the easy management of Cathedral events and appointments.

Results

The users at Portsmouth Cathedral now have a reliable and secure network which offers the flexibility to access services from any area within the networked offices or, via the internet, from remote locations. Accessing the Cathedral's business critical diary has become far easier and is now available to all users.

These improvements have greatly enhanced the working environment for personnel and made the organisation much more efficient.

On-going management of the network is considerably easier and therefore support costs are reduced. Through Taylor Made's BusinessCare3 service the network is being constantly monitored with proactive intervention leading to high levels of availability and much greater user satisfaction. IT administration tasks, such as the addition of a new user or the implementation of software updates to the network, are provided remotely by Taylor Made from their Head Office in Fareham.

Future

The flexibility and ease of use of the network has provided the Cathedral with the platform to look at introducing an on-line facility for people looking to purchase books and souvenirs or tickets to events and concerts that the Cathedral promotes

“Taylor Made clearly analysed our needs very accurately and we now have a highly resilient IT system that is being used to the benefit of all our stakeholders.”

JOHN MURPHIE, PORTSMOUTH CATHEDRAL

Taylor Made
COMPUTER SOLUTIONS

t: 01329 239 900
e: mail@tmcs.co.uk
w: www.tmcs.co.uk